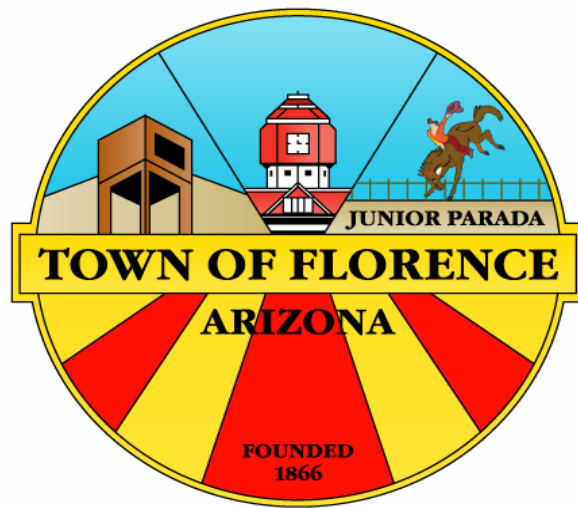


2006 Town of Florence Citizen Survey



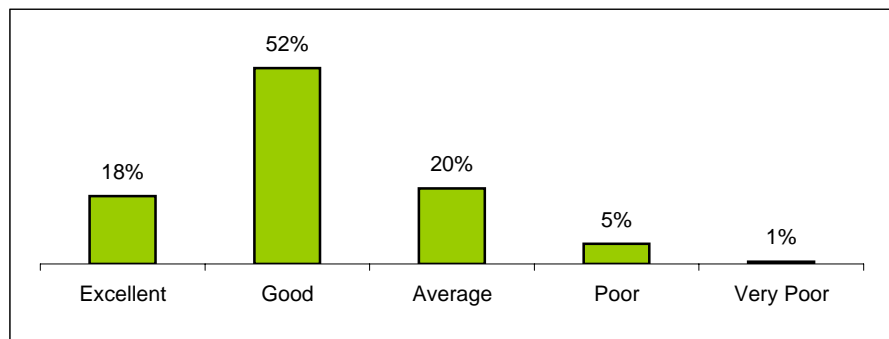
Prepared by Jess Knudson, Management Assistant
March 2006

On January 13, 2006, 1431 Citizen Surveys were sent out to a random sample of residents within the Town of Florence. Of the 1431 surveys that were sent out, 519 were returned to the Town before the cut-off date of February 24, 2006. This resulted in a 36.3% response rate. The list of potential respondents was randomly selected from the Town's list of residential water billing accounts. A complete listing of survey responses and comments can be found later in the report. The summary provides a brief overview of the information gained from this year's survey. The individual results of the survey are completely anonymous.

I. Community Ratings

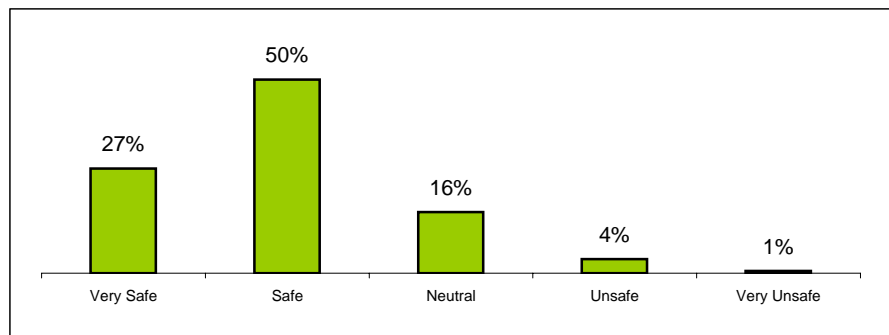
How would you describe Florence as a place to live?

Excellent	18%
Good	52%
Average	20%
Poor	5%
Very Poor	1%
Missing	3%
Total	100%



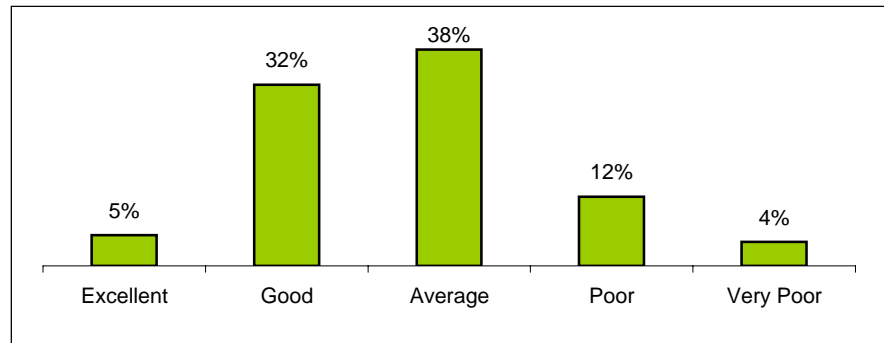
Do you feel safe and secure in your neighborhood?

Very Safe	27%
Safe	50%
Neutral	16%
Unsafe	4%
Very Unsafe	1%
Missing	3%
Total	100%



Overall, do you feel you're getting adequate value for your town tax dollar?

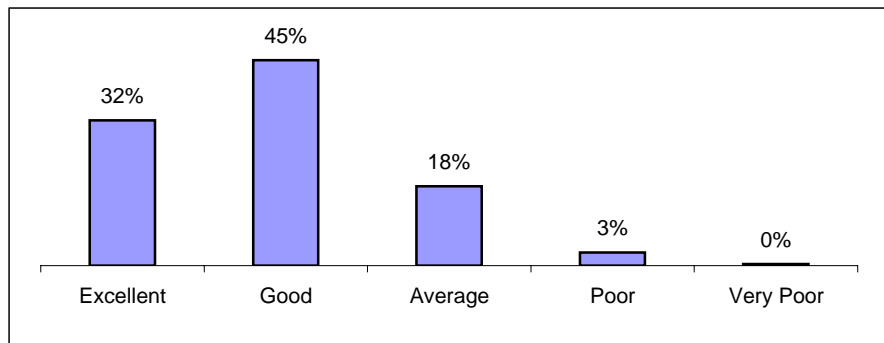
Excellent	5%
Good	32%
Average	38%
Poor	12%
Very Poor	4%
Don't Know	4%
Missing	5%
Total	100%



Rate the following as they apply to living in Florence.

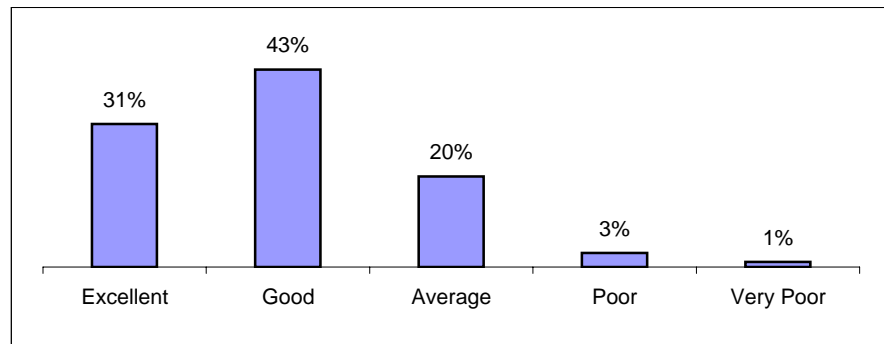
Small Town Feel

Excellent	32%
Good	45%
Average	18%
Poor	3%
Very Poor	0%
Don't Know	0%
Missing	1%
Total	100%



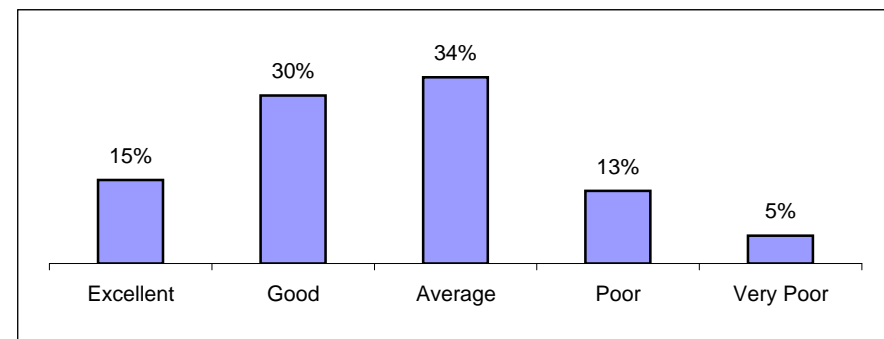
Friendly People

Excellent	31%
Good	43%
Average	20%
Poor	3%
Very Poor	1%
Don't Know	0%
Missing	1%
Total	100%



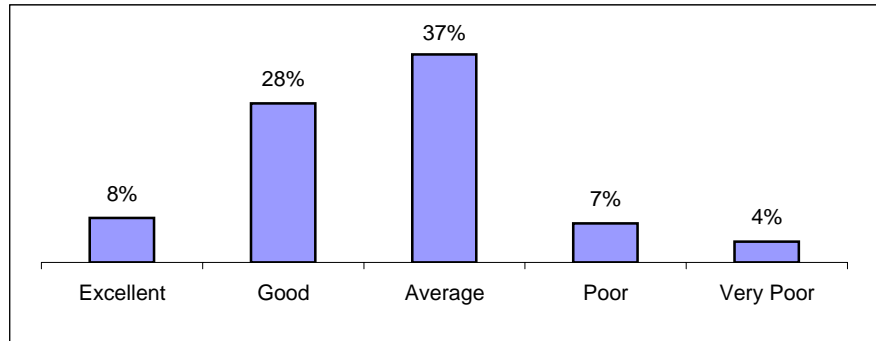
Beautiful Scenery

Excellent	15%
Good	30%
Average	34%
Poor	13%
Very Poor	5%
Don't Know	0%
Missing	3%
Total	100%



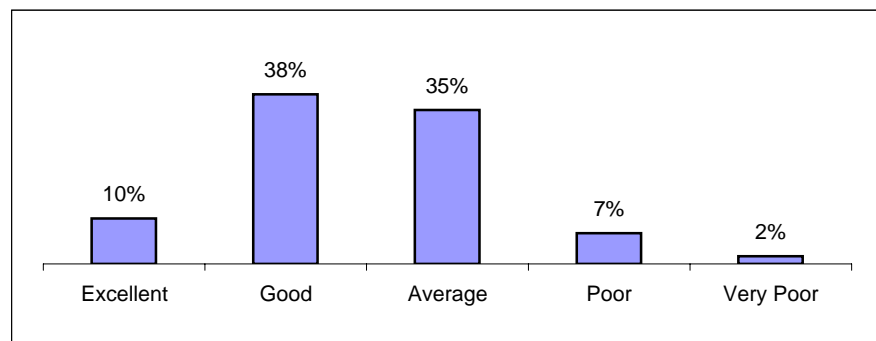
Amount of Crime

Excellent	8%
Good	28%
Average	37%
Poor	7%
Very Poor	4%
Don't Know	12%
Missing	4%
Total	100%



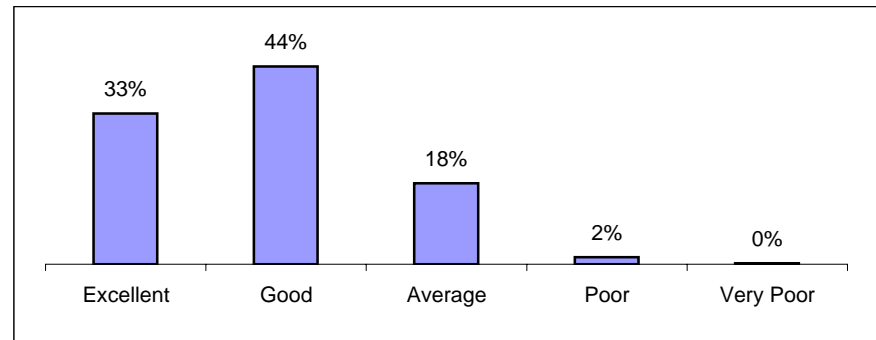
Parks

Excellent	10%
Good	38%
Average	35%
Poor	7%
Very Poor	2%
Don't Know	6%
Missing	3%
Total	100%



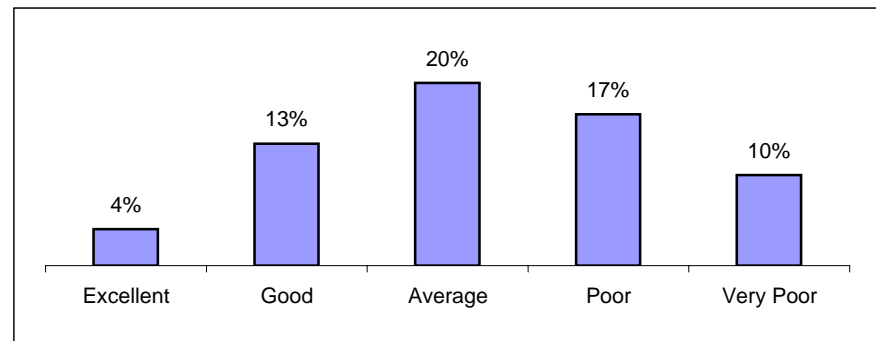
Climate

Excellent	33%
Good	44%
Average	18%
Poor	2%
Very Poor	0%
Don't Know	1%
Missing	3%
Total	100%



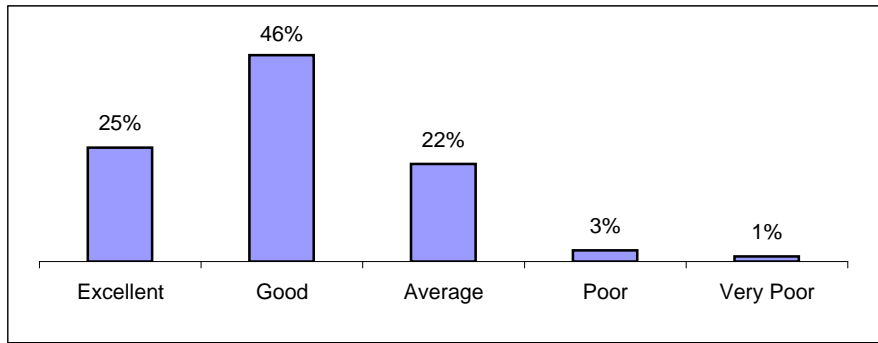
Job Opportunities

Excellent	4%
Good	13%
Average	20%
Poor	17%
Very Poor	10%
Don't Know	27%
Missing	8%
Total	100%



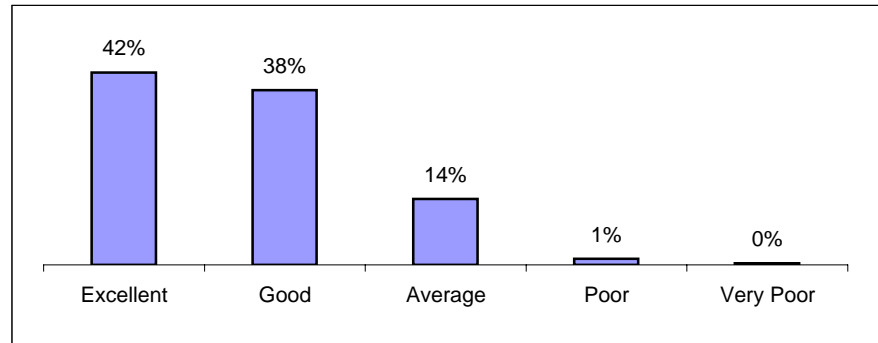
Quiet

Excellent	25%
Good	46%
Average	22%
Poor	3%
Very Poor	1%
Don't Know	1%
Missing	3%
Total	100%



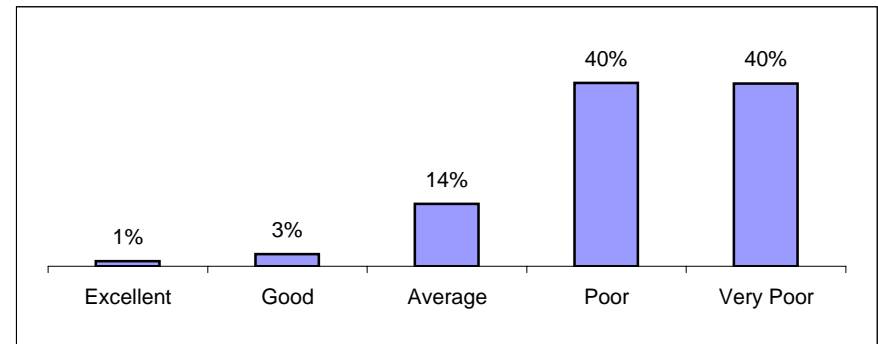
Historical Character

Excellent	42%
Good	38%
Average	14%
Poor	1%
Very Poor	0%
Don't Know	1%
Missing	2%
Total	100%



Shopping Opportunities

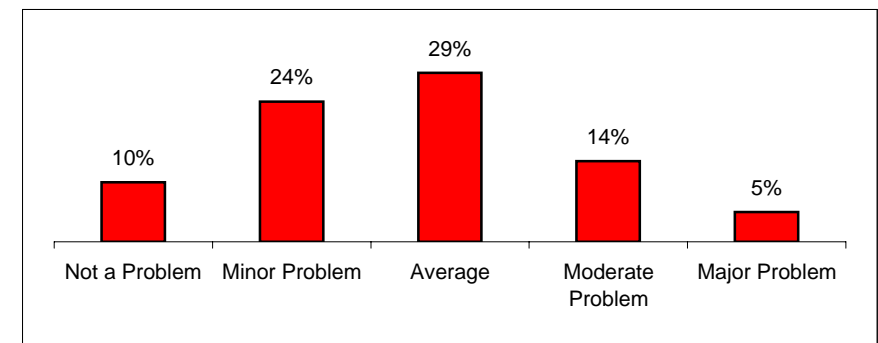
Excellent	1%
Good	3%
Average	14%
Poor	40%
Very Poor	40%
Don't Know	1%
Missing	1%
Total	100%



To what extent, if any, do you see the following as a problem in Florence?

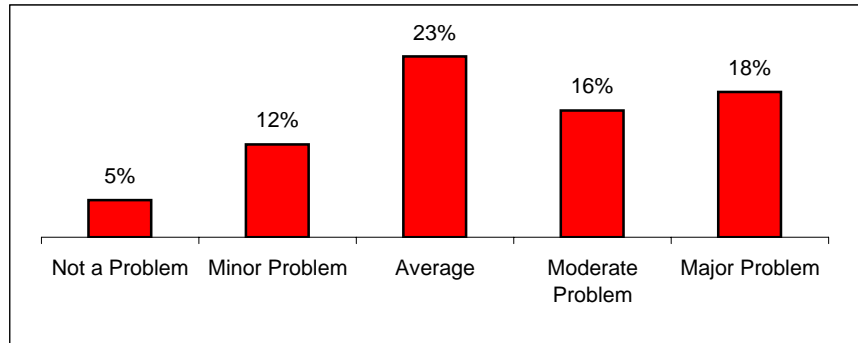
Crime

Not a Problem	10%
Minor Problem	24%
Average	29%
Moderate Problem	14%
Major Problem	5%
Don't Know	13%
Missing	3%
Total	100%



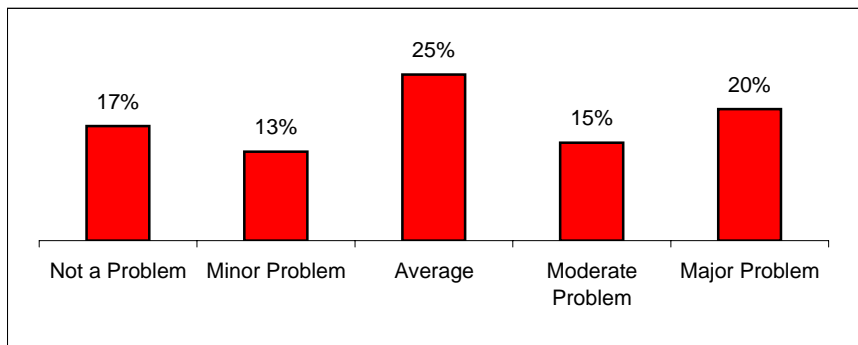
Drugs

Not a Problem	5%
Minor Problem	12%
Average	23%
Moderate Problem	16%
Major Problem	18%
Don't Know	24%
Missing	3%
Total	100%



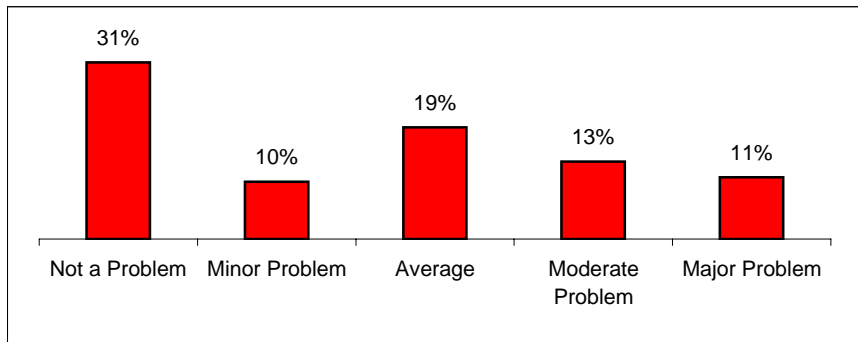
Too Much Growth

Not a Problem	17%
Minor Problem	13%
Average	25%
Moderate Problem	15%
Major Problem	20%
Don't Know	4%
Missing	6%
Total	100%



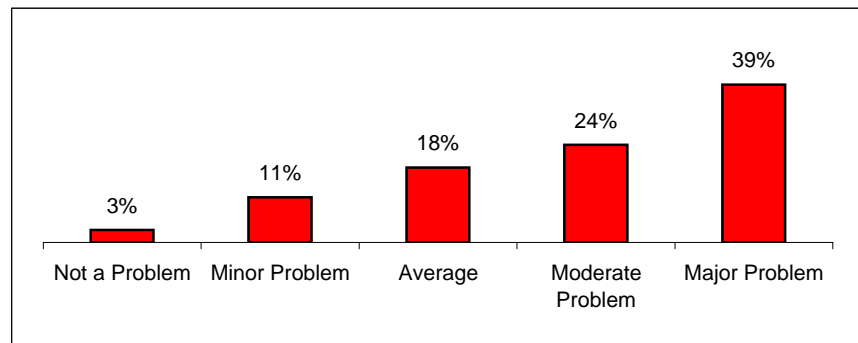
Lack of Growth

Not a Problem	31%
Minor Problem	10%
Average	19%
Moderate Problem	13%
Major Problem	11%
Don't Know	7%
Missing	8%
Total	100%



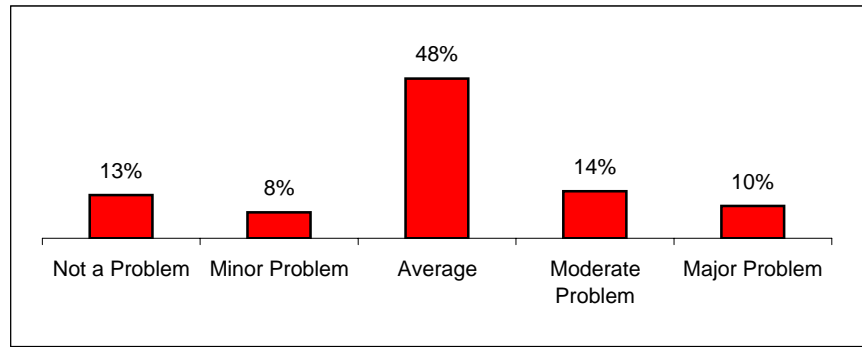
Unkept Buildings

Not a Problem	3%
Minor Problem	11%
Average	18%
Moderate Problem	24%
Major Problem	39%
Don't Know	2%
Missing	2%
Total	100%



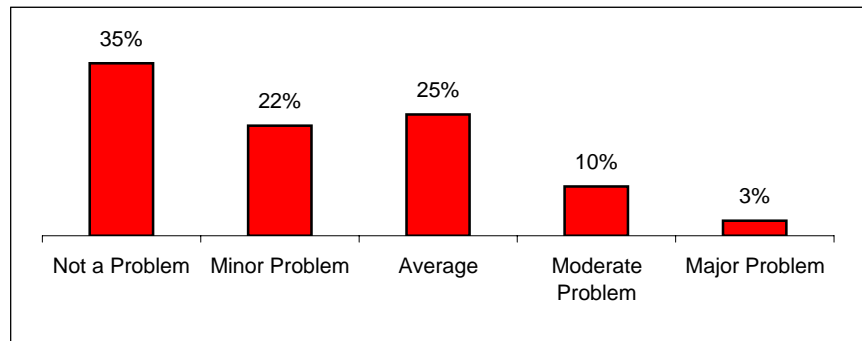
Taxes

Not a Problem	13%
Minor Problem	8%
Average	48%
Moderate Problem	14%
Major Problem	10%
Don't Know	4%
Missing	4%
Total	100%



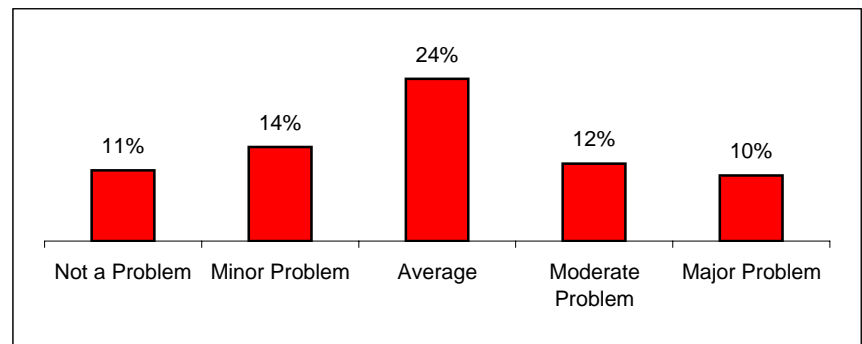
Traffic Congestion

Not a Problem	35%
Minor Problem	22%
Average	25%
Moderate Problem	10%
Major Problem	3%
Don't Know	1%
Missing	4%
Total	100%



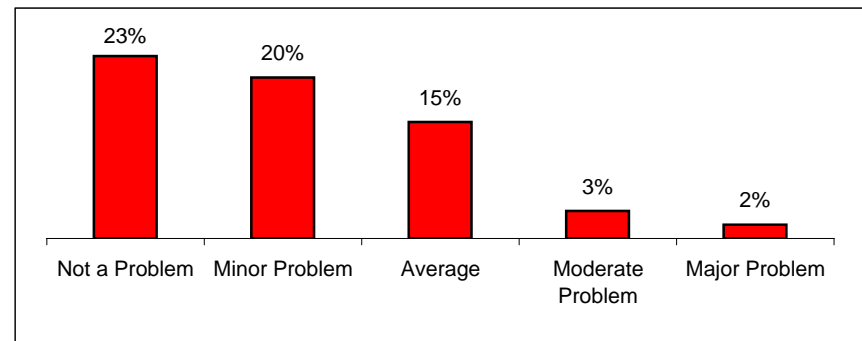
Unsupervised Youth

Not a Problem	11%
Minor Problem	14%
Average	24%
Moderate Problem	12%
Major Problem	10%
Don't Know	26%
Missing	4%
Total	100%



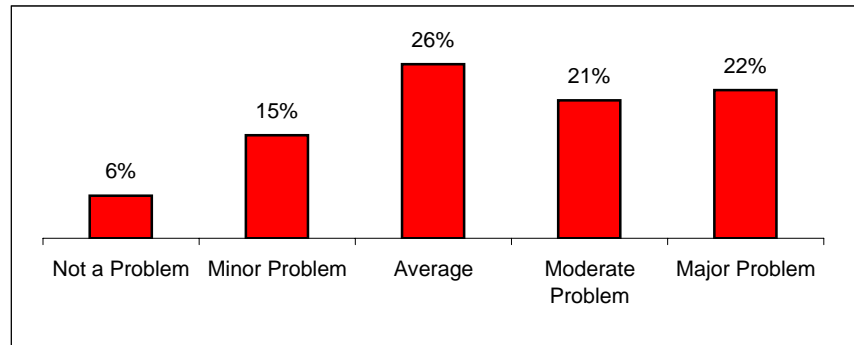
Homelessness

Not a Problem	23%
Minor Problem	20%
Average	15%
Moderate Problem	3%
Major Problem	2%
Don't Know	32%
Missing	5%
Total	100%



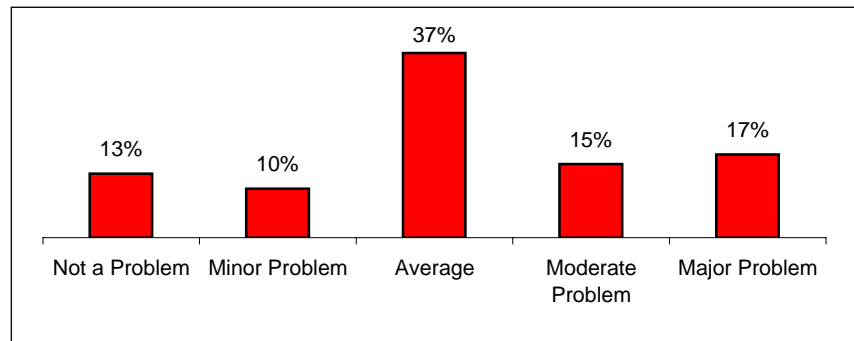
Weeds

Not a Problem	6%
Minor Problem	15%
Average	26%
Moderate Problem	21%
Major Problem	22%
Don't Know	6%
Missing	4%
Total	100%



Growth

Not a Problem	13%
Minor Problem	10%
Average	37%
Moderate Problem	15%
Major Problem	17%
Don't Know	6%
Missing	3%
Total	100%



II. Service Ratings

In this section citizens were asked to rate their satisfaction with 35 different areas where the town provides services on a scale of 1 to 5, with 1 being excellent and 5 being very poor. Averages were used to compare the services on the basis of their relative satisfaction according to the responses. The lower the average of a service, the higher the residents' satisfaction is with the service. The standard deviation (SD) is listed to show the variance in the averages.

Fire Services	Mean	SD
Firefighter attitude and behavior	1.54	0.82
Emergency response time	1.61	0.88
Non-emergency response time	1.98	0.96
Use of education to prevent fires	2.47	1.10
Professionalism of the Fire Department	1.66	0.86
Park and Recreation Services	Mean	SD
Office hours	2.22	0.93
Fitness center	2.22	1.02
Quality of recreational programs	2.54	1.03
Variety of recreational programs	2.61	1.06
Recreational facilities (example: parks, baseball field)	2.28	1.03
Parks maintenance	2.26	0.98
Maintenance of downtown Florence	2.61	1.07
Police and Court Services	Mean	SD
Officer attitude and behavior	2.18	1.12
Emergency response time	2.00	1.03
Non-emergency response time	2.31	1.09
Professionalism of the Police Department	2.18	1.12
Service provided by dispatch	2.08	1.03
Professionalism of Courts personnel	2.26	1.05
Street, Water and Sanitation Services	Mean	SD
Garbage pickup	2.02	1.20
Street repair/maintenance	3.17	1.17
Water taste	3.57	1.23
Tree trimming	2.83	1.01
Storm water drainage	3.15	1.09
Water pressure	2.69	1.17
Senior Center Services	Mean	SD
Hours of operation	1.75	0.83
Professionalism of senior center employees	1.63	0.81
Variety of programming	1.79	0.87
Library Services	Mean	SD
Selection of books, periodicals and other materials	2.20	1.00
Hours of operation	2.07	0.94
Professionalism of library employees	1.87	0.94
Variety of programming	2.19	0.97

General Services and Communication	Mean	SD
Professional manner of individuals answering Town phones	2.31	0.98
Town Hall office hours	2.18	0.87
Town correspondence and communications	2.53	1.05
Town website (www.florence.town.az.us)	2.40	0.98

Local State and Federal Services	Mean	SD
Overall, rate the quality of services provided by the Town?	2.48	0.86
Overall, rate the quality of services provided by the County?	2.65	0.87
Overall, rate the quality of services provided by the State?	2.88	0.91
Overall, rate the quality of services provided by the Federal Government?	3.10	1.00

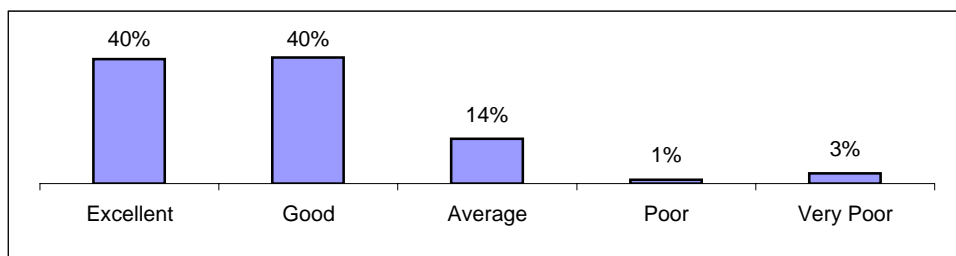
In the last six months, have you had any contact with a Town of Florence employee?

Yes	74%
No	25%
Don't Know	0%
Missing	1%

If yes, what was your impression of the LAST Town employee you were in contact with?

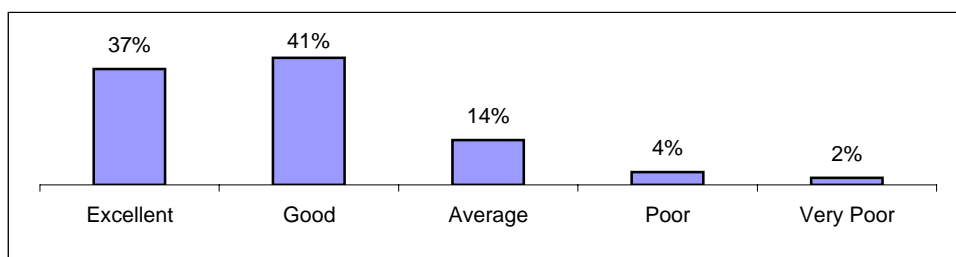
Responsive

Excellent	40%
Good	40%
Average	14%
Poor	1%
Very Poor	3%
Don't Know	1%



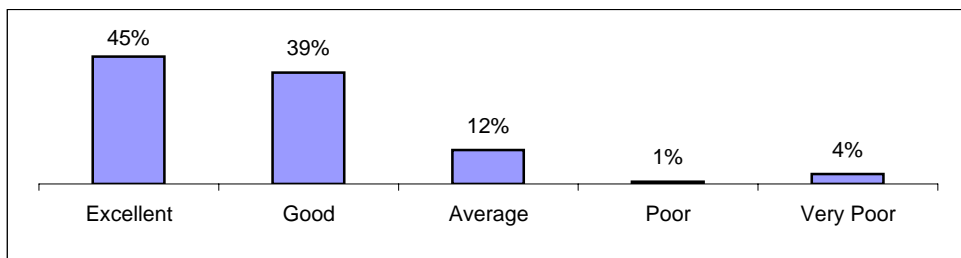
Knowledgeable

Excellent	37%
Good	41%
Average	14%
Poor	4%
Very Poor	2%
Don't Know	2%



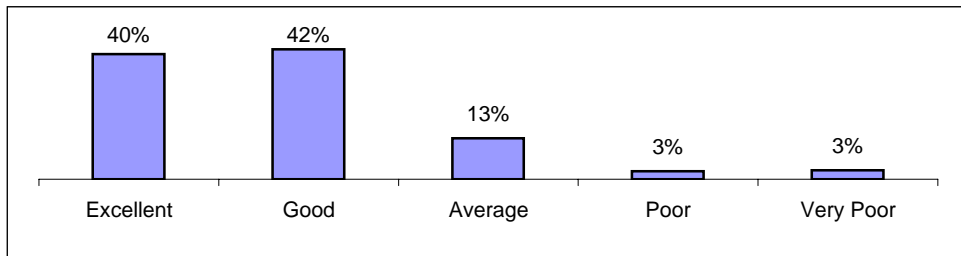
Courteous

Excellent	45%
Good	39%
Average	12%
Poor	1%
Very Poor	4%
Don't Know	0%



Overall

Excellent	40%
Good	42%
Average	13%
Poor	3%
Very Poor	3%
Don't Know	0%



III. Policy Opinions

In this section of the citizen survey, residents were asked their opinion on district elections, all mail ballots, to rank projects they feel the town should undertake, and rate the actions of the Florence Town Council.

1. Are you in favor of an all mail ballot election?

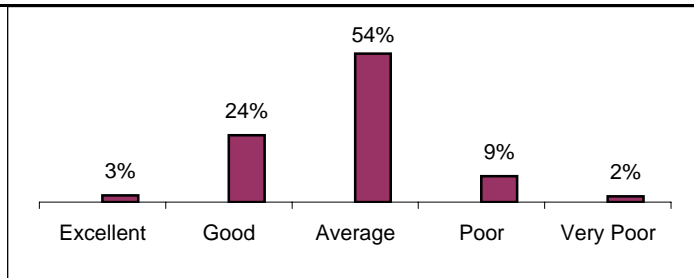
Yes	42%
No	37%
Don't Know	19%
Missing	2%

2. Should the town conduct district elections?

Yes	28%
No	50%
Don't Know	19%
Missing	2%

3. How would you rate the actions of the Town Council?

Excellent	3%
Good	24%
Average	54%
Poor	9%
Very Poor	2%
Missing	7%



Residents were asked what type of projects they would like the town to undertake in the next few years. The following results represent the number of citizens that indicated they would like the project to be completed. The top two projects selected by residents are 1) More Roads / Improved Roads; and 2) a Pedestrian / Bike Trail System. 353 responses identified a project other than what was listed on the survey. These results are listed to provide insight on resident expectations.

4. What do you feel are the three most important projects the Town should undertake in the next three to five years?

More Parks	56
Pedestrian / Bike Trail System	107
More Roads / Improved Roads	296
New Library	76
Community Center	96
Aquatic Center	73
Courts Building	10
Other	353

Other:

Grocery store	92
Hospital	74
Clean up trash, old buildings, trailers	38
Need more places to shop in town	37
Protect historic buildings	11
More streetlights	9
More activities for teens	9
More police	5
Street maintenance	4
More sidewalks and curbs	4
More firefighters	3
Recycling program	3
Better tasting water	3
Eliminate drugs	3
Monitor teens at night	3
New planning and zoning building	3
More paramedics	2
Water treatments plants	2
Bike trail from Florence Gardens	2
Extend Main Street across the river	2

More hotels 2
New fire and police buildings as town grows
Theater
Bowling alley
Restructure for housing boom
Cement wall around bus barn
Get a handle on the crime and drugs
Cemetery needs improvement
Boys and Girls Club
Less time and money spent on historic district
More growth
Teen center with pool
Noise ordinance
Dog ordinance
Handicap ramps
Improve growth management
Improve diversify economy/industry
Helicopter medivac
Racquetball
Improve K-8 school
Services for the needy
Drainage when it rains
Sewer recycle
Continue improving Main St.
Pre-School activities
Speed limit signs 45 MPH on 79 North
Scenic dinner train
Complete old hotel renovation
Town pool
Town gym
Rodeo grounds development
Slow down growth
Use the Historic Hotel – i.e., local playhouse, melodrama
New Town Hall
Transportation
Controlled growth
Fewer homes per acre

Taxes too high

Improve infrastructure

Additional staff for growth

Water conservation program

Restaurants

More traffic lights

Stores that stay open

Money grants to fix my home of 73 years

IV. Demographics

In this section residents responding to the survey provided information about themselves. These results contain information about level of education, years living in Florence, employment status, and other relevant information to provide the town with an understanding of our residents.

1. Do you live within the town limits of the Town of Florence?

Yes	94%
No	5%
Missing	1%

2. Do you have cable television or satellite television service installed in your home?

Satellite	63%
Cable	20%
Neither	15%
Don't Know	0%
Missing	2%

3. Do you have a computer with access to the Internet at home?

Yes	65%
No	33%
Don't Know	1%
Missing	1%

4. Have you visited the town's website in the past six months?

Yes	14%
No	84%
Don't Know	1%
Missing	1%

5. Have you or any member of your household been a victim of a crime in the last twelve months?

Yes	12%
No	87%
Missing	1%

6. If yes, did you report the crime to the police?

Yes	83%
No	17%

7. How often do use the town library?

Daily	1%
Weekly	7%
Monthly	7%
Several Times a Year	30%
Never	49%
Don't Know	5%
Missing	2%

8. How long have you lived in Florence?

Less Than One Year	7%
1-5 Years	19%
6-10 Years	26%
11-15 Years	15%
16-20 Years	7%
21+ Years	25%
Missing	1%

9. How far do you commute to work?

I Work at Home	2%
Unemployed / Retired	64%
Less Than Five Miles	19%
6-10 Miles	4%
11-15 Miles	2%
16-20 Miles	0%
21-25 Miles	1%
25+ Miles	4%
Missing	4%

10. Are you employed?

Full-time	27%
Part-time	4%
Unemployed	1%
Retired	64%
Disabled	2%
Missing	2%

11. What is your marital status?

Single	9%
Married	68%
Widowed	13%
Divorced / Separated	9%
Missing	1%

12. How many people reside in your household?

1	20%
2	64%
3	6%
4	4%
5	4%
6+	2%
Missing	1%

13. What is your gender?

Male	44%
Female	52%
Missing	4%

14. What is your age?

18-24	0%
25-34	3%
35-44	8%
45-54	8%
55-64	18%
65-74	37%
75+	24%
Missing	2%

15. What is the highest level of education that you have completed?

Some High School	4%
High School	28%
Some College, No Degree	38%
Associate's Degree	9%
Bachelor's Degree	9%
Graduate or Professional	10%
Missing	3%

16. Are you registered to vote?

Yes	72%
No	24%
Don't Know	1%
Missing	3%

17. What is your household income?

Under \$25,000	16%
\$25,000 - \$50,000	38%
\$50,001 - \$99,000	18%
\$99,001 - \$125,001	4%
More than \$125,000	1%
Don't Know / Refuse to Answer	15%
Missing	7%

18. Does the town provide adequate information to its residents?

Yes	61%
No	33%
Missing	6%

V. General Comments

In this section of the survey, residents were asked to provide general comments, if they had any to share. Residents were able to discuss any items that they felt the town needed to hear. 41% of the residents responding to the survey made a comment in this section of the survey. They are not arranged in any particular order.

*This may be the wild, wild west but come on people...Lets grow!! Where's the Starbucks?? Where's the A.J. Fine Foods??

*Main Street extension to Hunt should be a priority for downtown to survive. Streetscape to make our town inviting/with Major work on town entries for beautification. Our 3 main entry points look terrible (North, South and West).

*In several parts of town feral cats and unleashed dogs run rampant. Litter is evident throughout town – a few more trash cans and “Keep Florence Beautiful” signs couldn’t hurt. Walking at night is often dangerous because of the lack of street lights. Correctional officers late for work speed and put our children at risk. Perhaps if the PD/Sheriff’s office got together with the Wardens, an appropriate message could be sent out to offenders.

*We are winter residents of Caliente Casa Del Sol. We use very few City services, but see big problems for Town with the development of next few years.

*Community needs a supermarket; the majority of shopping is done elsewhere. I miss not having a thrift store (i.e. Goodwill).

*We desperately need a good large grocery store with a pharmacy. Why must we drive to Coolidge for everything? It is high time Florence supported our people, why not keep our money here.

*We need a hospital for public only/not for prison population; they need their own hospital care. We need a 24 hr. pharmacy drive through pick-up. OSEO, Walgreens, CVS. County Maintenance yard chain link fence area needs clean up; the weeds are cut but no pick up of cans, glass, weeds hanging off fence, the side rd. off Hwy. 79 to Tucson. Lot of weeds need to be cut around town and neighborhoods.

*Think we will need more Police and Firemen as town grows. Will also need new Police Sub Stations and new firemen buildings as town grows. The town has a very good!, excellent! Fire Dept.! and Police! A great Recreation Dept. and a Senior Staff and building that are excellent! People working for Town of Florence always courteous and know their jobs. Great place to live. Thank you.

*I feel that with the growth in this area, the biggest concern is our road situation.

*Water and sewer costs too extreme! Need a grocery store. Need less sirens!! Need flowers back on Main Street.

*Clean up the town in general; street trash; yard trash; abandoned cars eliminate; abandoned houses demolish; no parking on sidewalk should be enforces. Unruly people who are drunk and on drugs should be taken off the streets by the police before they could break into someone’s house and do harm to people. Enforce laws against trashy trailers, houses and apt.’s. Pick up yard trash more often. Put up hospital and a decent grocery store.

*Town must upgrade number of staff to keep up with Town growth. Candidates for employment should be qualified and professional individuals and not selected by use of the “Good ole Boy” attitude. Town should quit bickering with other cities regarding boundaries and start concentrating on taking care of what they currently have, current attitudes are causing animosity and distress.

*Need more stores for shopping, more restaurants. Better postal hours for mailing on Saturday or open later on week days. A large mall would be nice and a water fun tube place, movie theater would also be nice.

*Town is growing without increasing public works, fire, or police, bad choice.

*The police department uses their sirens too often.

*Since I’ve lived here, the town has slowly improved in appearance, but some areas still resemble a ghetto. I’m most impressed with the current Town Manager. He’s a really sensible individual. Let’s hope he stays.

*Every idea the Town comes up with, it costs the taxpayers more money – spend as if it is yours!!

*We need a good grocery store. Seriously need a good drug task force who knows no one personally in this town. There are well known dealers all over this town that have been in business for years and we know the police are aware of who they are.

*Unkempt yards/homes in various areas of Florence are sad to see. Assume the town has limitations to control over this and the vacant buildings on Main Street!! Too bad!!

*Your last question is none of your business. Create some stores so we can shop in Florence. Grocery stores have bad attitude, it seems they don’t care. Only a week ago we called for prescription at Drug Store and they didn’t have it. The only decent store in town is the hardware.

*We are concerned about our streets here in Florence Gardens. As we have been promised curbs and new streets for over 5years! The access to and from our community is very dangerous and becoming worse as each day goes by, total disregard by drivers to speed limit. For over 5 years now, we have discussed where to put a hospital? with the growth coming, couldn’t we use one, soon? Shouldn’t the developers be liable for cost of new roads to handle the tremendous amount of new traffic, they generate some community transportation for seniors?

*I believe many of your water meters are faulty – I arrived here on Nov. 15, 2005 and on Dec. 16, 2005, the meter read the use of 6,000 gallons. Water was turned off until Nov. 15th. Town has no explanation, I think meter needs to be replaced. I’m a senior citizen, I cannot afford to waste my social security check.

*Wish we could encourage Qwest to provide Broadband service to our area!

*Since being annexed into city limits – our dirt road has had no maintenance-grading-watering-etc. Is terrible dusty!! Only thing that has changed is our address. We’re out of the loop because we’re on the edge of town, yet that’s where it going (homes) we’re older residents out here, some of us ill and the dust is harmful. Some of us need help in disposing of junk on our properties. Please Help!!

*Hospital is of the utmost – A place for teens and children. Clean the Air.

*Would recommend having a large market in town (i.e. Fry’s, Safeway, etc.) for convenience. Also would like to see stop light at new court complex on Hwy 79. Further, more activities for youth all year round would be nice.

*Water sewer plant is badly cared for, we have odor a lot. Water has algae in it and have to call to have city crew flush lines when they should just put it on a schedule.

*No traffic circle by Burger King. Put in "X" intersection with stop light. Too much truck traffic for circle. Prison employees drive too fast for circle. I speak from experience of living in a country with traffic circles for 9 years. We need a grocery store: IGA, Safeway, Frye's.

*The streets in Florence Gardens were to start being re-done in September 2005 – What's the problem? I understand that the money is there to do this. However I doubt it is – but it went somewhere. Florence Gardens pays a lot of taxes and we can't get street lights (adequate) nor paving of streets. Let's see some action!!

*We enjoy the small town feeling of Florence and the present businesses. Thanks for all you do to make it safe and pleasant. J

*Need curbs in F.G. Need more signs (speed) on 79 from F.G. into town. Quit procrastinating on a hospital for Florence.

*We don't need more homes or prisons. Take care of what we have. Give us a hospital, this town has had one for more than 70 yrs. The prison we have now will pay with the contracts. Leave our small town out of the main flow. We don't want a metropolis.

*Need grocery, clothing stores, hospital, more street lights in Florence Gardens.

*Thank you for doing this survey!

*Need nursing home. Need assisted living home. Need medical center. I'm glad colleges are coming. Need vocational school.

*Found Town Council unable to assist with negotiations with INS regarding new generator noise level – very disappointed in not getting more direction and support in this issue – when it comes to difficult issues.

*Need sidewalks on Orlando all the way to Florence Heights Rd. Need the bus barn area cleaned or hidden or move it to the fire station area.

*We need more of a variety in restaurants – how about fish, chicken or I-Hop or Denny's? We need a hospital.

*Uncontained trash is a real problem. If Florence used the zone method for pickup, trash wouldn't remain on the street for weeks at a time. The public could be educated to put their trash at the curb on Sunday (depending on their zone) with pickup sometime during that week. If the town can do this for established subdivisions (with HOA), it can do it for old Florence. The biggest problem I see is that the divide between old and new is widening. To "save" old Florence, we need to start from the center and work out, not the reverse. That hasn't worked in Phoenix, Mesa, or as Gilbert did, moved their downtown. Bring a reason (other than bars....don't get me wrong, nothing wrong with them) to come downtown. A small department store ...such as a Steinmart, stores such as Trader Joe's, Sunflower, etc. are very popular with a wide variety of people. Eventually we will get regular grocery stores, but at least one needs to be in the general downtown area. Work harder to make homeowners responsible for their property. Enforce codes to remove old, derelict trailers and homes. Get locals involved in cleaning up neighborhoods, one street at a time.

If you've ever traveled the Pacific Coast highway in California, those small towns you pass through are no better than Florence. But they're clean and the buildings are in good repair. Belmont Shores often closes off traffic to downtown on a weekend and has different venues – such as classic car shows, Arts, Crafts, regional foods, etc.

The stores are all open to foot traffic. Everyone benefits. Something urgently needs to be done about the inmate release from local jails. However it has to be done, transportation needs to be provided to Casa Grande and Mesa. This is protection for former inmates as well as citizens. Maybe local churches could get involved in a revolving volunteer effort to provide transportation. Also I don't know how bad the homeless problem is here, but in the summer I noticed a homeless woman at the library. She was being moved from one town building to another in order to keep her out of the (hot) weather. Hearts are in the right place, but maybe here again the churches could become involved.

*Pave Maricopa from Florence Ave. to end of St. Re: Traffic circles: Have observed traffic circles in England (they call them roundabouts). In my opinion they should be big; they should be two lanes; people have to learn to use them. Re: Extension of Main Street: How about a road on a fill with culvert pipes?

*Water quality and sewage treatment as the town grows are big concerns of mine.

*The people should not have to pay for New Development. The developer should pay for all costs that are incurred due to their activities. I hate the idea that Florence will become another Mesa.

*Do not enjoy having to travel approximately 40-45 miles to see a movie or go to a decent restaurant, or to a mall for clothing or appliances or furniture. However, I detest all the housing that is coming and the desecration of the desert, the inevitable crime. The growth is not worth it. The small town atmosphere is what drew us here.

*Need shopping – all types. I would like to spend my money in Florence. Example: new car, appliances, shoes, T.V. set, etc.

*We love the great job done on the old courthouse. Hope you finish the whole building. There is much cleaning up to do in town, even south of Town Hall, heaps of trash, and all the old trailers and some homes are a real eyesore. I love the Town of Florence, its history and all.

*I would like to see abandoned houses that are falling down torn down before someone is hurt. The Mayor should think before he speaks, remember people are listening. The trash pulled to curbs (not trash cans) should be picked up on a regular basis (i.e. every 1st Tuesday of the month). I would like to see toddler swings at Heritage Park.

*Some areas need a first class clean up, trash and junk cars, etc. are not nice to look at with people coming to look at us to live here. A major grocery store would help us out a lot. Good food restaurants or fast food, Arby's or Applebee's. Hospital close by, the sign's still up decaying like crazy. Some real junkie area's need dozing down, buried, or burnt. Controlled burn training for our firefighters, even allow sightseers; might shake them up – what the firemen go through.

*Phone communication with Town Hall is just not possible. This is a problem that is affecting everyone with whom I talk. As a general rule, the Town Clerk returns call, which is about the only good thing I can say.

*My only complaint for the Town of Florence is that not enough is done about the drugs and crime and everyone in town knows who does what.

*I had a problem concerning the sidewalk-curb in front of my house, the Mayor said at the time that as soon as he got elected he would look into the matter – haven't seen him since – Also Mr. Patel said he would look into the matter and get back with me – he passes by my house every evening after work and doesn't even look in my direction. Also, I think just because this town has 2 private schools in town it should also go by some town rules. Why are these children allowed to run all over the streets and throw rocks and cause people to have to come to a stop because of them. Why don't they have a fence put up?

*We need a Basha's Grocery store.

*Streets could use some work. Maricopa Blvd. in very poor condition.

*I feel the town was better off with the dumpsters instead of those trash barrels they now provide. Since the change there is much more trash sitting out on the sidewalk which makes for a filthy looking town. At least with the big dumpsters there was room for people to actually put all their trash. You said changing things would be for our convenience, I don't think so.

*In regards to trash pickup – I firmly believe it could better schedule to be picked up more often than once a month. If the Town wants citizens to clean up the yards etc., trash should not set on our streets and alleys.

*Our Town Council and Developers are exceeding the capabilities of our resources of water, police and fire protection, road capability and maintenance, creating ill will with Coolidge, giving excess tax breaks to Developers. Developers need to be held accountable for the excess strain being placed on the safety of existing and planned population, in water, police, fire, road repair and access, schools, flood control, sewer systems, tax base. Town Council is trying to expand Town's growth too fast, without proper further affects that it will have on community, to the financial benefit of Developers and Investors, some of whom may have ties to or influence of some Town Council members. Growth is good, but rapid growth without resource considerations is VERY BAD and Destructive to Environment, Safety and Good Relationship with Neighboring Communities!!

*Please complete sidewalks on Park Way.

*Have not been in community long enough to access.

*Clean up trash in front of homes. Regular days assigned to pick up their trash.

*It's time for Florence to wake up and get some shopping and a hospital here.

*Don't be afraid of progress or the Town will be left behind.

*City needs a supermarket such as Basha's. Lots need to be cleaned in the downtown area. Developers are building too many new homes, new residents will far outnumber present residents and change our small town atmosphere.

*Florence needs dry cleaners, veterinarian, theater, better x-ray facilities and a full service grocery store plus pharmacy. Streets are in hideous condition. Where is water coming from to service all the planned new home construction? – considering current water pressure the past year and the drought that seems to continue infinitely. Explain the per house core(?) break being afforded developers. Florence needs to into the 21st century!

*Rec department always asks for volunteer coaches, - are all of these volunteers cleared with background checks for arrests and crimes against children? Town water dept. rides around all day on Fridays. See trucks often in Coolidge and Chandler eating lunch.

*Am retired military. Like small town friendliness. Speedy traffic is sometimes scary.

*I LOVE THE MAYOR

*Need Hospital. Grocery Store.

*We need a local grocery store and hospital.

*I was raised on a ranch 35 miles from Florence and went to high school here. We have recently moved back, it's a homecoming for me. Like to keep it like it is and just clean it up a bit.

*We are retired, live in Florence Gardens, so some of the questions don't apply or we haven't had any experiences to evaluate. Starting our AZ. Experience in Chandler in 1996, we were happy to move to Florence and get into a more rural community. However, that may not last long. We are disappointed that the hospital is going nowhere. We enjoy the town, its history and its attempt to restore the early buildings.

*Some things I would like the Town to bring in would be a nice grocery store, car wash and of course a hospital would be nice. I know the town has been working on these issues, but it would be nice to see it all happen. Thank you.

*We would like to see planned growth and not growth for the sake of growth alone. Growth just for the sake of more revenue makes no sense. How are you going to provide all the services necessary? More growth means more crime and many other problems. The Town Council and Mayor needs to give this some thought. Appears they are willing to approve anything with the smell of new revenue!

*The pigeon poop by the old hotel, Post Office and down town street area – Legion and Gibby's is disgusting. I have spoken to Larry Quick in regards to this and he was going to talk to someone. It got cleaned up once in front of the Silver King. I can't figure, if you want visitors and shoppers downtown – that you can expect them to frequent this area when it's contaminated. Other than that, Florence is a great place to live.

*We definitely need a hospital now. Not 5-10 years from now. There's a lot of agreeing citizens in and about Florence. Main Street is in badly need of repair!

*All vacant and mobile homes in disrepair should be removed. Same for homes that are boarded up. They are blight to the community. The vacant space downtown next to Gentry's should be utilized or beautified.

*We need a recycling program started; the landfill is already filling up. We need more job opportunities here. I drive 2 hours a day to work and spend too much for gas. The houses that are falling down look horrible and cause property values to be lower than they could be. Any info. About a recycling program or help starting, I would like to volunteer. Thank you.

*We live in Caliente Casa Del Sol R.V. Park. The park itself has pretty strict regulations for safety and aesthetics. However, the city inspectors seem to harass us over minor things. At the same time, I notice some old trailer parks in town which appear to be abandoned. There are apparently vacant trailers with broken windows which are a dangerous attraction to children as well as others. There are yards with piles of junk and old structures that are about to fall down. There are old buildings with signs saying "Danger-Keep Out" that have been unchanged for many years. There is a structure built on pillars with a trailer house under it that looks like it could easily fall down.

*Fix the sewer plant, the smell is horrific. Stop making excuses and fix the plant. Get the sand and grit out of the water. Our filters get plugged and have to be changed every 2-3 weeks.

*We need a hospital and more shopping stores in Florence, a grocery store and drug store and clothing stores would make Florence one ideal place to live. We love it here and intend to stay the rest of our lives here.

*Town Council seems mainly interested in new developments – will ruin our small town.

*Large disposal items left near alley too long, makes property look trashy. Looks worse after people go through it.

*We need sidewalks and curbing on S. Willow. High School students have no protection from the traffic and is a main route to school. Also – street signs must be replaced. I have to get out of my car and walk up to them and then can barely read them.

*What the town needs in the future is more shopping quarters such as Super Markets for people without vehicles, such as unaffordable due to low income. The Senior Center does an excellent job in providing help for many people.

*(On form in all capital letters) City does not enforce sanitation codes. Abandoned buildings should be torn down. Alleys are cluttered with trash. *Quit charging sewer use based on water use!!!!

*Concerned about future increase of utilities to provide service to new developed areas. Believe new growth should pay for any encountered cost. Impact fees and hook up charges.

*Florence is just beginning to see problems on the horizon – with the onset of a much larger population – Florence has to come to grips with the influx. Florence has to develop a mind set to be able to cope with the perimeter growth. You lost your hospital and it appears that your school system needs much improvement. We want to shop in Florence but must leave town for just every day items – no variety. It seems to me that the mind set of Florence is still with the Wild West – things are just beginning to move and Florence in order to stay alive will have to have definite planning for up-to-date businesses and modernize – old historical buildings don't produce any income or taxes.

*Keep trying to keep this historical town neat and original. Clean up the trashy houses.

*Florence has zoning, however, anyone visiting our beautiful town hall will come down from 79 and that street needs to be cleaned up. Trash on the side of the street is left there for weeks by the trash pick up crew. Also, there are parcels of property that have buildings that should be taken to court and torn down. It certainly should be cleaned up. The Town Council should have more pride in our town to let this go on.

*The errors made by water meters are unreal – Stacy does not return calls.

*I think charging for water usage when we are not here for 8 months is not necessary. I realize that you probably do need to charge some minimum charge for water but when we are not using any water or sewer service, it's too high!

*We have been snow birds for about 16 years, just recently moved here permanently.

*I hate to see all of the growth happen that is projected!

*Quit spending money for so called experts to tell Town how to improve downtown and historic district. You have many local people who will give same information for fee (try Pete Villaverde and others).

*Please give us a good grocery store. Let's see some action on the hospital; it has been talked about too long. Shopping in Florence is very limited except for the hardware store. How about a care center for older people?

*The town most desperately needs an urgent care or hospital. We also want a grocery store here – Not in Anthem! The town employees are courteous but are over worked in the place where we pay our water bill. There is so few of them and they are always busy. I hope they're paid according to their multiple tasks they do.

*Please restrict and enforce the use of compression brakes on trucks in front of Florence Gardens.

*Sure could use a nice grocery store. The Hunt Hwy needs to be wider. Traffic is too busy. The trucks using Hwy 79 should not use their J-brakes in the city limits.

*I would like to give extra credits to the public works and planning department. My contacts with them have been more than above average. They were always courteous, friendly and helpful. The only negative I have had here is at the True Value Hardware. I love being in a small town and everyone knows (??), yet there, they make me show identification for writing a check, yet, I am in there weekly and the bank is next door. I know that there are bad checks out there but why insult a neighbor who you know!!!

*Charge a monthly fee to all residents to cover ambulance service rather than kill those using it. A small fee could be included on the water bill.

*A new library would be great. The school/library just does not work. It needs to be completely away from the high school kids. It is so hard to study there because of the noise. I feel like I am in a high school class room.

*We desperately need a good hospital and a health care service.

*This town needs a hospital. Why not go 50/50 with Coolidge which also needs a hospital? Country Thunder needs to go!! Upgrade telephone to DSL service, better electric service (more reliable) in Florence Gardens.

*The Senior Center is one of the best places in town. We thank the Town of Florence for that, and hope you will never close it. If possible we need a better grocery store closer to us.

*I am concerned with the effect the population of Anthem will have on this community and surrounding communities regarding shopping and water supply. We feel there should be a hospital in the area.

*When are we going to get a medical care center? Also we need a supermarket (large store) Albertsons, Fry's, Safeway or whoever is willing to open in Florence.

*Stop the garbage truck from going through empty lots in Florence Gardens. Thanks! I love Florence!

*We are badly in need of street lighting and road repair sooner than later.

*Very poor Police Department.

*Number one, need hospital. We really need a big grocery store and drug store.

*Street lights and roads in Florence Gardens are not maintained – we pay tax dollars, we own our homes.

*If you want the Town to grow, you need to try and get more retail stores in the area, now we have to go out of town for most services. As the housing grows around the area near here maybe that can happen.

*My children have been on Swim Team for more than 18 years. We really need a new pool.

*Since I'm only here 2 1/2 months in the winter it is hard to answer some of the survey questions. I enjoy it here while I'm here. Thank you

*We need to get a hospital, having to drive as far is ridiculous.

*We urgently need a hospital in this town or close by. Also need a motel and grocery store in town.

*A "snowbird", I live in Florence (Caliente) about six months yearly. We feel less accepted by residents than we feel we should be. We enjoy living here. Thanks for offering us this survey.

*All this annexation makes no sense to the majority of the people I've talked to about it. Why does the council raise the rates for maintenance, projects or upgrades to the public for services instead of using our tax money?

*We were ripped off by a local auto repair shop. The hardware store needs competition.

*I wish we had a better grocery store for things that the dollar stores don't carry.

*Clean up the area – Trash – Beer cans, kids drinking- 7-11 stores sells to all – terrible streets – high taxes – we live in Florence Garden and all is o.k. here – but Florence is terrible – uniformed people –Fire-Police-Correction people need to be working in their work place not at L and B's – or other places – make main street owners clean and polish buildings – get a good food store – check illegal's and run them off.

*For 56 years I have been driving (either with my parents or by myself) to Coolidge to buy my groceries at a Supermarket that has reasonable prices and fresh produce. Hopefully, before I die, I will one day be able to shop at a nice Supermarket in Florence. What are the chances? Florence has a river running through it. Even though the water is diverted off, I believe we can rehydrate the Gila to some extent, to utilize one of the 3 or 4 major rivers in Arizona to make Florence an even more desirable place to live. As a long-term plan, developed in stages to make it affordable, I would like to see the section of the Gila River that runs through Florence transformed into a green belt, a riparian area that it once was. This can take many forms, there is no limit to what one can imagine. Perhaps something like Indian Bend Wash that runs through Scottsdale, with pools of water, bike and jobbing trails native shade trees, a municipal golf course and softball fields. In other words, an open space that presents Mother Nature in all her glory. I'm sure a landscape architect could design it in such a way that it could be constructed to have minimum damage in times of great precipitation. Perhaps this cyclical flooding could even enhance this riparian area, if designed properly, maybe deep channels that are designed like canyons and provide an opportunity to have rock wall climbing. As I said, we are only limited by our imaginations. I believe one thing we can do right now, with just a small investment, is to preserve our old growth mesquite trees and mesquite thickets. Any mesquite tree that is on town property should be pruned in such a way to remove all mistletoe, to improve the health of the tree and to help prevent the spread of the fungus to other trees. The town should try to promote this practice to the citizens of Florence to do the same with old growth mesquite on private property. Clear cutting of small grove of mesquite is a bad practice. These thickets provide shade and living quarters for small mammals and enhance the environment for all of us.

*The Town's water system needs improving – H2O supply is inadequate and costly. Most every resident has decreased upkeep of yard watering and gardening due to increase H2O bills. With anticipated growth one would rather see beautiful green lawns instead of dry brown yards! Florence town residential areas present an unattractive environment. Very different from years past!! Street congestion with parked cars is another problem. Feliz Street is an eye sore as you travel east west to Main St. The business on the corner of Main and Feliz add to the street/car congestion. This poses a high risk for accidents as one attempts to enter Feliz into Main St. If a business is going to expand, they should move to a larger area or else limit business/equipment to a low scale.

*The road repairs are just not happening – example Butte and Main NE corner – in pieces for over 2 years with orange cones.....again – that corner alone says “Florence doesn’t care about pedestrians or kids that could fall in the storm drain that’s been open for 2 years!” Why aren’t we requiring businesses and residents to provide sidewalks? Why isn’t the Florence PD addressing the known drug house on Stewart and Main St., southeast corner – right across from High School? Why aren’t we excelling in town maintenance – (streets/sidewalks) with all the money from I/M’s and inmate labor?

*Other than lack of shopping and the filth around town, resident’s homes and lots, the town in general is nice. One other thing, strip malls are tacky. Sorry!!

*Tom Rankin needs to be replaced by a new Mayor. He is too old fashioned and has old ways. We (the town) need a Mayor who wants to progress. He is also very racial against Hispanics and African Americans.

*The water infrastructure in this community is going to reach crisis levels if something is not done soon!

*I have only lived here 2 months, so cannot fill this out at this time.

*(marked off last question) Keep personal questions off your survey, that is none of your business.

*I would like to see the community take responsibility of it’s teenagers and give them something to do besides hang on street corners, do drugs and get pregnant. Town would be nice if it became more family orientated for entertainment – Besides Bars! Teen center-pool-movie house-etc. something teens would do-etiquette classes etc.

*Street sweeping in Sunrise Estates has NEVER occurred. Don’t forget the Town of Florence, as we carry out our greed in annexation and development north of the Gila River.

*More police and firemen.

*Town size not large enough for District Representation. Drug activity is at a dangerous stage – police appear reluctant to face and handle the obvious proliferation of drugs in a town our size.

*I do not vote in this state. I reside here about 6 mos. of the year.

*Get a good Safeway or Basha’s in here.

*Main Street between Drug Store and Post Office desperately needs repaving.

*With the growth in this area, a hospital should be the priority with the Council.

*Need a large grocery store like Basha’s or Fry’s.

*Another motel if the Best Western ever gets going.

*No consideration for retired people!

*Hospital.....hospital.....hospital.....hospital. Not an urgent care – but a full service hospital.

*Complaints are: Messy vacant lots and litter – Hwy 79 truck noise – Jake brakes and motorcycle mufflers. Also, barking dogs – many messy homes and trailer homes in town.

- *We need more shopping stores! Medical hospital, transportation.
- *I contacted a town employee about cell phone tax and NEVER received a disposition.
- *Need a major grocery store, need a hospital.
- *I stayed here because it was a very friendly town – I should say the people.
- *I see water as the main issue! It's horrible!!! We need a decent grocery store.
- *We need activities for kids so they don't use drugs. They need something to do in this town. Adequate center would be first on must do list.
- *I live in Florence Gardens and the streets need to have curbs and the drainage needs to be improved.
- *We need a hospital. We need grocery stores close to trade at – how about a clothing store, only other to come up with is restaurants.
- *Incentives for more businesses to come to Florence, such as chain grocery store.
- *Cleaning up Florence from Historic junk (to a clean town) with out junk trailers and RV's park in yards with garbage – Enforcing Town Codes.
- *As I have lived here less than 6 months and live in a trailer park some of the questions are N/A.
- *Resurface Main St. We may be Historical but that road is a disgrace. Finish Hotel. More parking.
- *Pinal Co. major problem of drugs. Florence needs special task force to stop it.
- *Garbage pick up schedule should be put out so the people of Florence know when their trash is going to be picked up (i.e. holidays).
- *It's a waste of taxpayer's money to have garbage pick up two days a week when the big cities can only afford one day a week.
- *We need a hospital in Florence, more opportunity for youth in town.
- *Very important to have the town cleaned up. Get rid of the unsightly lots, unoccupied trailers – I am ashamed to take visitors by those areas. That should be a priority!
- *More stores, grocery store, Wal-Mart neighborhood store it's their new grocery store designed for small town. The Council should contact Wal-Mart to build one here. There isn't one place in Florence to buy music, let's get a record store here.
- *It would really, really be nice to have a nice grocery store here. We have to go to Coolidge or Johnson Ranch to shop. We would also like to be off the BIA and on the power of the Town!
- *Need work on roads at Florence Gardens' gutters and or sidewalks. Town could save some money by garbage pickup reduction to 1 day a week in Florence Gardens. Need to address more volunteer help – for the community.

*Florence does not need to grow. I love my small town. Small towns have small problems. Big towns have big problems.

*We enjoy Florence very much. We live in Florence Gardens, very happy there. 911 was big help at time of needs. Thank you Florence.

*Library – can only renew books for 20 days, we would like a 30 day renewal on each book, of course less on video and magazines. Shopping – We desperately need a quality food store and drug store, Coolidge does not provide a good grocery store and the Wal-Mart is poorly run.

*We are over all satisfied with the town. I was born and raised in Florence. The problem I as many other residents have is the fact that the town charges us ridiculous price for water and sewer rates, it should be a flat rate – we are not all weather people.

*We are retired, part time residents and really are not familiar with a lot of the services included in the survey.

*One last remark. I'm a super senior person, 87 years of age, and I don't mind saying I love kids. Here in Florence the kids need more activities to keep them out of mischief. Also, more parental guidance of right from wrong. That's all for now.

*Would like to see the history of the town preserved. It would be great to have antiques shops, etc. come in and fill the downtown stores. Also, desperately need a good quality motel/hotel.

*Improve the streets. Offer more programs to the citizens of the community – all ages – youth, adult, senior citizens. Improve library services – the hours are good but we would like to have some programs – adult literacy, book clubs, etc.

*The street between Caliente and Florence Gardens needs fixing real bad. Streets have been resurfaced in downtown that have less traffic and were in better condition. It seems that major decisions are made in the summer when the city is occupied by fewer people.

*I registered a complaint about water damage to my patio furniture/TV screen, etc. early in 2005. I inquired a month later about my complaint and was very politely told that very soon someone would see to it. To this date I have not heard anything.

*We would like to see the gravel removed from the highway. We have had our windshield replaced and still have rock chips. The large trucks on the roads are terrible. The exhaust brakes are bad here at Florence Gardens. Since the speed limit was lowered to 45, the trucks brakes are bad on Hwy. 79.

*Town limits too large and uncontrolled , i.e. very poor zoning! Raise impact fees!! Should be in \$8K to \$13K per!! There is no way we can keep developers from coming here so why give away \$\$? We certainly do not need to off them any enhancements!

*Officer Bruce is rude, overbearing, acts like the Gestapo. He has short mans syndrome. Officer Pankey is very fair and understanding. Officer Lee has the same traits as Officer Pankey.

*Living in Florence Gardens I feel the streets need better maintenance. Many seniors ride bikes and cracks and pot holes are a problem. Crosswalks need painting and more patrols by the police to monitor speeding on the streets.

*This town is great to live in. I feel safe with having my family able to walk the streets with out getting “mugged”. This town needs a hospital. The prisons alone would support it with just inmate transports and you would also

have a huge draw from all the Johnson Ranch/San Tan developments, not to mention Anthem coming soon. It's time to bring some version of CAMC back!

*Upon entering the Town it looks like an eyesore, junky houses, and old cars parked anywhere and everywhere, weeds, weeds, weeds. Main St. looks very drab, not conducive to stop or try shopping. Some paint, trees, flowers, etc. would work wonders for downtown. Even though buildings are vacant, they (buildings) should be kept up and looking nice.

*Methamphetamine is a big problem in every community, Florence included. I live on Elizabeth, which some people call "crack street". The town should make every effort to communicate to residents about proposed zoning changes that will impact their property. I don't believe the town is as big that it can't provide meeting notification to residents who request it for specific issues/zoning cases. Speaking of crack, South Elizabeth St. is so bad you'd be better off tearing up the pavement and making it a dirt road. When it comes to development, the town only sees immediate dollar signs as opposed to long term impact on the town and impact on longtime residents.

*How about a youth leadership commission like Casa Grande has? I have no confidence or trust in our police chief. Would a mediator be useful in resolving the "land grabbing" battles with Coolidge? A Target store and grocery store would be a welcome addition. Please charge all developers impact fees; and let's not have developments with the density of Mesa – please let's protect and set aside green space – the desert cannot be re-created. We're going to need a red light at Diversion Dam Road. Thank you for the downtown Halloween event – it is so much safer than door-to-door; all of the downtown celebrations are really neat. Thank you for Little League and Pop Warner – it's great for the kids and their families.

*Regarding question #2 – I know a horrible crime took place on 12/23, a single woman held hostage and assaulted. This changed my safe, secure feeling. I don't agree with letting vagrants sleep in the Post Office or Park. When people are released from Jail the County should be held responsible for getting these people out of town. Not left to "roam" around Florence. I would like to see "some" code compliance applied to residential areas. If I was coming here to buy property, I would keep on going. Is the town afraid to cite them with a violation with possible fines? Sometimes just issuing a violation gets them motivated.

*We like this area – a nice size atmosphere! We would like to suggest that you beautify Florence!! Suggesting you outline the historical part of town and "plant" rock gardens with statues, or flower planters/baskets or pots of flowers OR even beautify with artificial flower arrangements. THEN, get the town (proper) and whole community of Florence to do the same thing. Florence has a drab appearance, to put it mildly! It could look a whole lot better! Perhaps you need to come up with some way to motivate (give incentive) people to clean up – for example: lower their taxes (for one year), and of course follow up by taking a "before and after" picture. Be considerate of Caliente, Florence Gardens and the parks north of Florence proper! These people have and are doing a lot for the community. We are a Senior Park – we don't need a "race track" going through our park. With all the growth (new housing) at our "back door", let's clean up Florence so that we can be proud to show her to our guests!! Remember, we "snow birds" pump a lot of revenue into this area!!

*Get rid of all the trash in town – houses falling apart – broken down cars – with flat tires. Get rid of the current Town Council and get some new people in place to make this town into something other than a "trash town". We need business (grocery stores, movies – restaurants – shopping). We can't even get a street light on our block. "Wake up Florence", get with GROWTH!

*Clean up trash – tear down old unused dilapidated buildings. The town has improved since we started coming here 15 years ago, but has a long ways to go – town image is important and trashy buildings are an eye sore.

Town of Florence Citizen Survey

1. How would you describe Florence as a place to live?

☐ Excellent ☐ Good ☐ Average ☐ Poor ☐ Very Poor

2. Do you feel safe and secure in your neighborhood?

☐ Very Safe ☐ Safe ☐ Average ☐ Unsafe ☐ Very Unsafe

3. Overall, do you feel you are getting adequate value for your Town tax dollar?

☐ Excellent ☐ Good ☐ Average ☐ Poor ☐ Very Poor ☐ Don't Know

4. Rate the following as they apply to living in Florence. (please circle your answer)

	Excellent	Good	Average	Poor	Very Poor	Don't Know
Small town feel	1	2	3	4	5	6
Friendly people	1	2	3	4	5	6
Beautiful scenery	1	2	3	4	5	6
Amount of crime	1	2	3	4	5	6
Parks	1	2	3	4	5	6
Climate	1	2	3	4	5	6
Job opportunities	1	2	3	4	5	6
Quiet	1	2	3	4	5	6
Historical character	1	2	3	4	5	6
Shopping opportunities	1	2	3	4	5	6
Growing community	1	2	3	4	5	6

5. To what extent, if any, do you see the following as a problem in Florence? (Please circle)

	Not a Problem	Minor Problem	Average	Moderate Problem	Major Problem	Don't Know
Crime	1	2	3	4	5	6
Drugs	1	2	3	4	5	6
Too much growth	1	2	3	4	5	6
Lack of growth	1	2	3	4	5	6
Unkept buildings	1	2	3	4	5	6
Taxes	1	2	3	4	5	6
Traffic congestion	1	2	3	4	5	6
Unsupervised youth	1	2	3	4	5	6
Homelessness	1	2	3	4	5	6
Weeds	1	2	3	4	5	6

6. Do you live within the Town limits of the Town of Florence?

☐ Yes ☐ No

7. Does the Town provide adequate information to its residents?

☐ Yes, information IS adequate ☐ No, information is NOT adequate

8. **Town Services:** The following are services provided by the Town. Please rate your satisfaction with each of the services listed. The scale is from 1 to 5 (1 being the best and 5 being the worst). **If you have no experience with the service in the past 12 months or have no opinion, select NE (no experience).** Please circle your answer.

Fire Services

	Excellent					Very Poor	
Firefighter attitude and behavior	1	2	3	4	5	NE	
Emergency response time	1	2	3	4	5	NE	
Non-emergency response time	1	2	3	4	5	NE	
Use of education to prevent fires	1	2	3	4	5	NE	
Professionalism of the Fire Department	1	2	3	4	5	NE	

Park and Recreation Services

	Excellent					Very Poor	
Office hours	1	2	3	4	5	NE	
Fitness center	1	2	3	4	5	NE	
Quality of recreational programs	1	2	3	4	5	NE	
Variety of recreational programs	1	2	3	4	5	NE	
Recreational facilities (example: parks, baseball field)	1	2	3	4	5	NE	
Parks maintenance	1	2	3	4	5	NE	
Maintenance of downtown Florence	1	2	3	4	5	NE	

Police and Court Services

	Excellent					Very Poor	
Officer attitude and behavior	1	2	3	4	5	NE	
Emergency response time	1	2	3	4	5	NE	
Non-emergency response time	1	2	3	4	5	NE	
Professionalism of the Police Department	1	2	3	4	5	NE	
Service provided by dispatch	1	2	3	4	5	NE	
Professionalism of Courts personnel	1	2	3	4	5	NE	

Street, Water and Sanitation Services

	Excellent					Very Poor	
Garbage pickup	1	2	3	4	5	NE	
Street repair/maintenance	1	2	3	4	5	NE	
Water taste	1	2	3	4	5	NE	
Tree trimming	1	2	3	4	5	NE	
Storm water drainage	1	2	3	4	5	NE	
Water pressure	1	2	3	4	5	NE	

Senior Center Services

	Excellent					Very Poor	
Hours of operation	1	2	3	4	5	NE	
Professionalism of senior center employees	1	2	3	4	5	NE	
Variety of programming	1	2	3	4	5	NE	

Library Services

	Excellent					Very Poor	
Selection of books, periodicals and other materials	1	2	3	4	5	NE	
Hours of operation	1	2	3	4	5	NE	
Professionalism of library employees	1	2	3	4	5	NE	
Variety of programming	1	2	3	4	5	NE	

General Services and Communication

	Excellent					Very Poor	
Professional manner of individuals answering Town phones	1	2	3	4	5	NE	
Town Hall office hours	1	2	3	4	5	NE	
Town correspondence and communications	1	2	3	4	5	NE	
Town website (www.florence.town.az.us)	1	2	3	4	5	NE	

- 8b. Overall, rate the quality of services provided by the Town? 1 2 3 4 5 NE
- 8c. Overall, rate the quality of services provided by the County? 1 2 3 4 5 NE
- 8d. Overall, rate the quality of services provided by the State? 1 2 3 4 5 NE
- 8e. Overall, rate the quality of services provided by the Federal Government? 1 2 3 4 5 NE

9. Do you have cable television or satellite television service installed in your home?

☐ Cable ☐ Satellite ☐ Neither ☐ Don't Know

10. Do you have a computer with access to the Internet at home?

☐ Yes ☐ No ☐ Don't Know

11. Have you visited the Town's website in the past 6 months? (www.town.florence.az.us)

☐ Yes ☐ No ☐ Don't Know

12. In the last 6 months, have you had any contact with a Town of Florence employee?

☐ Yes ☐ No ☐ Don't Know

12b. If yes, what was your impression of the LAST Town employee you were in contact with?

	Excellent	Good	Average	Poor	Very Poor	Don't Know
Responsive	1	2	3	4	5	6
Knowledgeable	1	2	3	4	5	6
Courteous	1	2	3	4	5	6
Overall	1	2	3	4	5	6

13. Have you, or any member of your household, been a victim of a crime in the last 12 months?

☐ Yes ☐ No ☐ Don't Know

13b. If yes, did you report the crime to the police?

☐ Yes ☐ No ☐ Don't Know

14. How often do you use the Town library?

☐ Daily ☐ Monthly ☐ Never
☐ Weekly ☐ Several times a year ☐ Don't know

15. How long have you lived in Florence?

☐ less than 1 year ☐ 11 to 15 years
☐ 1 to 5 years ☐ 16 to 20 years
☐ 6 to 10 years ☐ 21+ years

16. What do you feel are the three most important projects the Town should undertake in the next three to five years? (only choose a maximum of three options)

☐ More parks ☐ New library ☐ Courts building
☐ Pedestrian / bike trail system ☐ Community center ☐ Other _____
☐ More roads/improved roads ☐ Aquatic center ☐ Other _____

17. Currently, Town elections are conducted at Town Hall. Are you in favor of the Clerk's Office conducting an all mail ballot election?

☐ Yes, I am in favor of elections by mail ☐ No, leave it the way it is ☐ Don't know

18.

Currently, the mayor and council members are elected to the Town Council by at large elections (everyone in the community can vote for each candidate). Do you think this process should continue or should the Town conduct district elections (each district or neighborhood votes for one candidate for the Town Council to represent their district; and the mayor is elected at large)?

☐ Yes, I am in favor of district elections ☐ No, leave it the way it is ☐ Don't know

19. How would you rate the actions of the Town Council?

☐ Excellent ☐ Good ☐ Average ☐ Poor ☐ Very Poor

☐ I work at home

☐ I am unemployed / retired

☐ Less than 5 miles

☐ Between 6 and 10

☐ Between 11 and 15 miles

☐ Between 16 and 20 miles

☐ Between 21 and 25 miles

☐ More than 25 miles

☐ Full-time ☐ Unemployed ☐ Disabled/Unable to work
☐ Part-time ☐ Retired

☐ Single ☐ Married ☐ Widowed ☐ Divorced/Separated

☐ 1 ☐ 3 ☐ 5
☐ 2 ☐ 4 ☐ 6 or more

☐ Male ☐ Female

☐ 18-24 ☐ 35-44 ☐ 55-64 ☐ Over 75
☐ 25-34 ☐ 45-54 ☐ 65-74

☐ Some High School

☐ High School

☐ Some College, no degree

☐ Associate's Degree (example: AA, AS)

☐ Bachelor's Degree (example: BA, AB, BS)

☐ Graduate Degree or Professional Degree

☐ Yes ☐ No ☐ Don't know

☐ Under \$25,000 ☐ \$99,001 - 125,000

☐ \$25,001 - 50,000 ☐ More than \$125,001

☐ \$50,001 - 99,000 ☐ Not sure / refuse to answer

Please place any comments below (or attach comments on a separate sheet of paper):

[illegible]